



Virginia Department of  
Behavioral Health &  
Developmental Services

Supports Intensity Scale® (SIS®) Satisfaction Survey

Quarterly Report

April 1, 2022 – June 30, 2022

# Virginia SIS Satisfaction Survey

## Summary

Fourth-quarter SIS Satisfaction Surveys continue to result in positive returns. FY 2022 DD Waiver slot assignment concluded during the quarter, with the final slots assigned. Near the end of the quarter, the FY 2022 slots started to influence the number of SIS assessments scheduled as the SIS vendors began to see an increase in SIS assessments available to schedule.

## Methodology

Both SIS vendors, Maximus and Telligen, provided the SIS Satisfaction Surveys during the scheduling process and, if needed, following the SIS assessment. Assessors remind respondents to complete a survey following the interview. Respondents can enter information directly into the SurveyMonkey website via the link provided or mail completed surveys to DBHDS for entry into SurveyMonkey by the SIS Quality Manager.

## Results

Combined SIS vendors completed 300 SIS assessments during the fourth quarter of FY 2022. Seventy returned SIS Satisfaction Surveys increased the survey return rate to 23%. Self-respondents, family members, and guardians completed 34% of the surveys. Once again, paid supporters, providers, and support coordinators (SC) submitted just over half (54%) of the surveys. Individuals identifying as caregivers or others accounted for 11% of the total. Both paid staff and non-paid supporters identify as caregivers, so the category is isolated for calculation purposes.

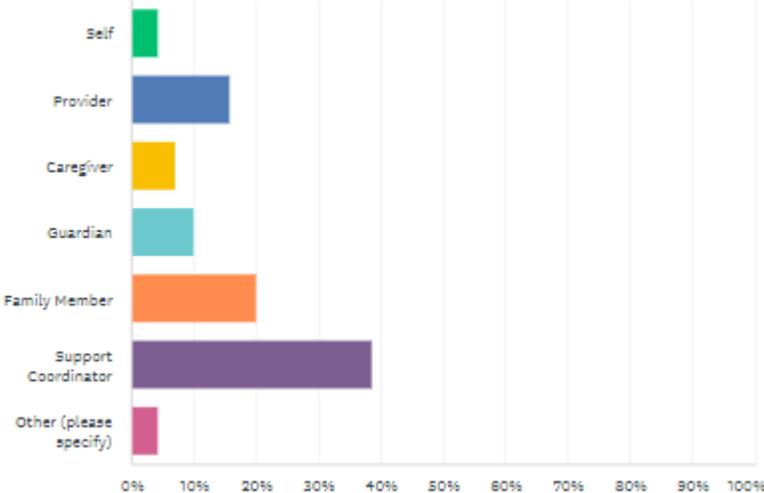
Using a Likert scale response, the SIS Satisfaction Surveys collect feedback about scheduling, the assessor, and the assessment. The final survey question is, "rate your overall satisfaction with the assessment process." Of the surveys received, 60% responded to this last question. 23% of those who responded expressed concern about time spent participating in a SIS. Five percent said that examples would help to provide better answers. Another five percent expressed a preference for either face-to-face or virtual SIS assessments. The remaining 67% of those responses were positive or completed with N/A.

The following charts and tables, directly excerpted from SurveyMonkey, demonstrate the categories of respondents, respondents' level of satisfaction regarding specific elements, length of interview time, and overall satisfaction. Finally, comments/suggestions regarding the process are included.

# DBHDS SIS® Satisfaction Survey

## Quarterly Results

### Respondent relationship to SIS recipient



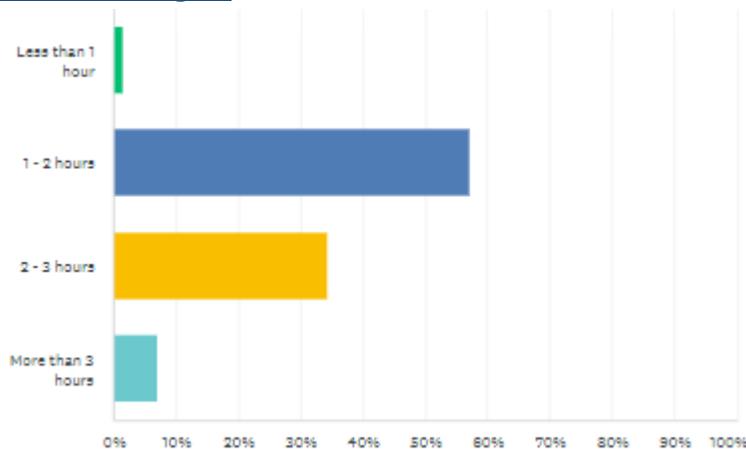
Questions	Self	Provider	Caregiver	Guardian	Family Member	Support Coordinator	Other
Choose one response that best describes your relationship to the Assessed Individual	3	11	5	7	14	27	3
	4%	16%	7%	10%	20%	39%	4%

Of the four surveys that identified respondent relationships of "other," they further identified the relationship as: Mother, advocate, Program Nurse

## Satisfaction Survey Questions

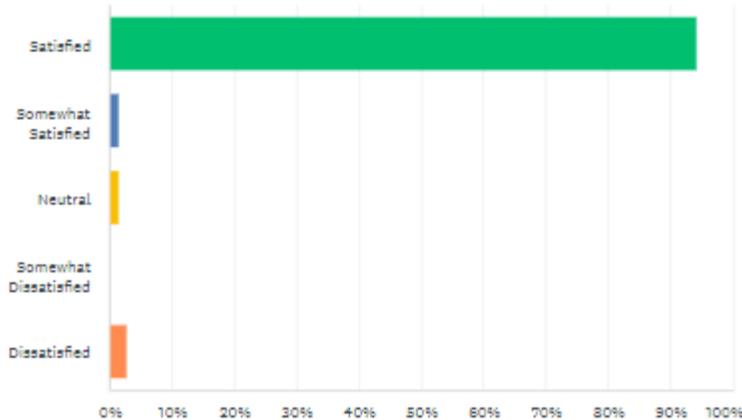
Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The scheduler who made the appointment was friendly and communicated clearly	60	7	3	0	0
	86%	10%	4%	0%	0%
The interview was scheduled at a convenient time/date/place	59	11	0	0	0
	84%	16%	0%	0%	0%
The individual's support team was well represented	60	8	1	0	1
	86%	11%	1%	0%	1%
The assessor was patient, courteous and professional	62	7	1	0	0
	89%	10%	1%	0%	0%
The assessor took enough time to ask the questions	62	7	1	0	0
	89%	10%	1%	0%	0%
The assessor listened to my answers and comments	62	7	1	0	0
	89%	10%	1%	0%	0%
The assessor captured the individual's support needs	60	9	0	1	0
	86%	13%	0%	1%	0%
The assessor made an effort to speak directly with the individual	57	9	4	0	0
	81%	13%	6%	0%	0%

## Interview Length



Questions	Less than 1 hour	1 – 2 hours	2 – 3 hours	More than 3 hours
How long was the interview	1	40	24	5
	1%	57%	34%	7%

## Overall Satisfaction



Questions	Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Dissatisfied
Rate your overall satisfaction with the assessment process	66 94%	1 1%	1 1%	0 0%	2 3%

## Assessment Process Feedback and DBHDS Response

The assessment doesn't capture how to prevent issues.

**Response:** *The SIS is not meant to identify how to prevent issues, nor does the SIS rate only when problems happen. The assessment rates an individual's support needs on a typical day. The SIS is an assessment tool that identifies the practical supports required by the individual to live successfully in their community*

I think that ensuring virtual SIS assessments stay as an option for clients would help ensure that clients with behaviors or anxiety do not get overwhelmed and can take breaks or leave after their initial intake into the assessment. It provides everyone more comfort during a long meeting.

**Response:** *Per the DMAS memo (DMAS, 03/17/2022, updated 7/11/2022), DMAS will exercise a limited period of non-enforcement for the face-to-face visit requirements (August 30, 2021, through the expiration of the Federal PHE for COVID-19). The non-enforcement period is intended to provide flexibility only to **individuals and families** with ongoing concerns about **COVID-19** and the safety of having outside individuals in their homes. This flexibility is not for the convenience of the providers. SIS Vendors will document all efforts made with the individual and family to conduct the SIS face-to-face, and then it may be completed virtually.*

*Individuals who find it challenging to attend the entirety of their own SIS assessment have always had the option of leaving. If there is a thought they may want or need to leave, arrangements should be made for additional support to accommodate that need. Qualified Respondents participating in the SIS should not be the person to leave the assessment. Anyone in attendance may ask for a break anytime during a SIS assessment.*

**The provider knows best and always should be able to advise the full time & effort put in for a client.**

**Response:** *The Qualified Respondent (QR) is someone who knows the individual in various settings for a minimum of 90 days. The role of a QR is to accurately describe needed supports for each item during a SIS assessment. The role of the VA SIS Assessor is to listen, assess, and determine the most accurate rating. Endorsed by the American Association on Intellectual and Developmental Disabilities (AAIDD), VA SIS Assessors undergo rigorous training to obtain and maintain their endorsement.*

DBHDS Staff	Primary DBHDS Region	Phone	Email
LaTrina Goulbourne	1	804 688-7704	<a href="mailto:latrina.goulbourne@dbhds.virginia.gov">latrina.goulbourne@dbhds.virginia.gov</a>
Chevonne Doby	2	804-546-7768	<a href="mailto:chevonne.doby@dbhds.virginia.gov">chevonne.doby@dbhds.virginia.gov</a>
Melissa Sullivan	2	804-221-9442	<a href="mailto:melissa.sullivan@dbhds.virginia.gov">melissa.sullivan@dbhds.virginia.gov</a>
Anne Camporini	3	804 621-3032	<a href="mailto:anne.camporini@dbhds.virginia.gov">anne.camporini@dbhds.virginia.gov</a>
Kira Graves	4	804 807-3580	<a href="mailto:kira.graves@dbhds.virginia.gov">kira.graves@dbhds.virginia.gov</a>
Brandy Martin	5	804-221-2749	<a href="mailto:brandy.martin@dbhds.virginia.gov">brandy.martin@dbhds.virginia.gov</a>
Kenneth Haines	Regional Supports Manager	804-337-5709	<a href="mailto:kenneth.haines@dbhds.virginia.gov">kenneth.haines@dbhds.virginia.gov</a>
Maureen Kennedy	SIS Quality Manager	804-317-1652	<a href="mailto:maureen.kennedy@dbhds.virginia.gov">maureen.kennedy@dbhds.virginia.gov</a>
SIS Vendor	Primary DBHDS Region	Phone	Email
Ascend/Maximus	3,5	844.968.2747	<a href="mailto:Ascend-VASIS@maximus.com">Ascend-VASIS@maximus.com</a>
Telligen	1, 2, 4	877-563-6972 #3	<a href="mailto:AssessmentsVirginia@telligen.com">AssessmentsVirginia@telligen.com</a>



Primary DBHDS Regions for Community Services Boards